

Central Arizona College

8470 N. Overfield Road

Coolidge, AZ 85228

Phone: (520) 494-5206 Fax: (520) 494-5212

HCC112 Interpersonal Skills

Catalog Description:	Communication skills, basic principles of psychology, developmental stages of the life cycle, hereditary, cultural, and environmental influences on behavior, and professional issues.
Credit Hours:	2
Effective Term:	Fall 2008
Terms Offered:	All Terms
Teaching Methods:	Lecture
Modalities:	Face to Face Hybrid course IITV Online
Prerequisite(s):	RDG094
Corequisite(s):	None
Times for Credit:	1
Grading Option:	A/F
Credit Breakdown:	2 Lecture
Cross Listed:	No
Learning Outcomes:	Upon completion of this course the student will be able to demonstrate the following: <ol style="list-style-type: none">1. Communication skills including:<ol style="list-style-type: none">A. Explain basic skills in verbal and nonverbal communications.B. Describe basic principles of psychology that explain human behavior.C. Describe the developmental stages of the life cycle.D. Explain hereditary, cultural and environmental influences on behavior.E. Describe stages of death and dying and the grief process.F. Describe problems associated with addiction, abuse and discrimination, and the role of counseling in prevention.G. Describe interdisciplinary communications. 2. Professional Issues including:<ol style="list-style-type: none">A. Discuss professional ethics and legal concerns in medical setting.B. Explain the role of professional organizations.

Standards:

Students will demonstrate learning outcomes to the following level in compliance with AAMA accreditation:

1. Communication skills including:

A. Describe basic verbal and nonverbal skills in communication including:

1. Given a role playing situation of a medical assistant who is dealing with an angry patient, identify the body language, nonverbal and verbal communications that indicates that the patient is angry. Indicate the body language, verbal and nonverbal communications that the medical assistant conveys.

B. Describe basic principles of psychology that explain human behavior including:

1. Explain a historical perspective to the development of basic psychology and understanding human behavior including:

a. Compare the following theories of human behavior: Maslow's hierarchy of human need, Pavlov and the conditioned reflex, Freud's concept of the subconscious mind, Freud's theories of life and death instincts, Gestalt theory of transactional analysis, Adler and the inferiority complex, and Rogerian counseling.

2. Define various psychological defense mechanisms including:

a. Given various situations, analyze the defense mechanism being used.

C. Describe the developmental stages of the life cycle including:

1. Document the developmental stages of the life cycle including early childhood, adolescence, middle age and the elderly.

D. Explain hereditary, cultural, and environmental influences on behavior.

1. Document the influences on human behavior that involve hereditary, cultural and environmental issues.

E. Describe stages of death and dying and the grief process including:

1. Talk to someone who has experienced grief and identify the five stages of emotions that the person experienced and document your findings.

F. Describe problems associated with addiction, abuse and discrimination, and the role of counseling in prevention including:

1. Research addiction and report on the problems for the person and the family and the role of counseling in prevention. Talk to someone who has an addiction or who has a family member or friend who is addicted.

G. Describe interdisciplinary communications.

1. List different kinds of interdisciplinary communication together with the advantages and disadvantages of each.

2. Professional Issues including:

A. Discuss professional ethics and legal concerns in medical setting including:

1. Given a scenario involving a ethical and legal situation, record your opinion on how to handle this situation in terms of an ethical and legal concerns.

B. Explain the role of professional organizations.

1. Describe the advantages and disadvantages for you to be a member of your professional organization.

**AGEC/Special
Requirements:**

Campus:

Statewide/District -DSP